

CHRISTOPHER PINCHER MP



HOUSE OF COMMONS

LONDON SW1A 0AA

Tim O'Toole CBE JD
Chief Executive of FirstGroup
FirstGroup
395 King Street
Aberdeen
AB24 5RP

29th August 2012

Dear Mr. O'Toole,

I am writing to you about your award of the West Coast Mail Line (WCML) franchise for which I congratulate you on your success.

However, many of my constituents have contacted me because of this decision. They are worried about the level of service FirstGroup can offer and about news reported of FirstGroup's service record on the other routes it operates. Therefore I seek reassurances from you that the level of service on the WCML will not diminish?

Additionally on behalf of my constituents I would like to ask the following specific questions:

- i) Will staffing levels decrease;
- ii) Will punctuality be affected;
- iii) Will cleanliness of trains be upheld;
- iv) How will you make a 5% margin while decreasing rail fares; and
- v) Are you certain a repeat of the First Capital Connect Line issues will not occur on the WCML?

My constituents are understandably anxious as many of them travel daily on the line between Tamworth and Euston and want their journey times, fares and experience affected only in a positive manner.

I look forward to your response.

Yours Sincerely,

Christopher Pincher
Member of Parliament for Tamworth